

One to One

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PETER'S MESSAGE

The last six months has seen a shift in consumer behaviour with many consumers refocusing their efforts on saving and not relying so heavily on credit. This has had ripple effects on the banking sector, the housing market and of course the retail sector within Australia.

This shift in consumer behaviour has driven strong responses from the finance industry with several banking institutions boldly vying for new customers over the past few months. First, the big four banks attempted to convince consumers they were 'breaking up' with each other. Then others openly targeted the customer bases of their competitors with tailored offers enticing customers to make the switch. Amongst all this, the credit union and mutual building society sector continued to position itself as a viable banking alternative to the larger banks, with the third advertising burst of our national promotions campaign *it all comes back to our members*, coming to a close at the end of May.

The increased visibility of mutuals in the market has not only paid dividends in raising awareness about the type of experience institutions such as SERVICE ONE can provide, but it has also further positioned our sector in the thinking of the Australian Government with respect to banking competition in this country. Most recently, this has led to the Senate Economics References Committee including several recommendations in their report to the Government that will allow credit unions and mutual building societies to continue to build a name for ourselves and position us as the fifth pillar in the Australian banking market. No doubt

you will see more developments in this space, as the Government has set aside money in the 2011/12 Federal Budget for a national campaign to stimulate discussions about banking competition.

With a focus on ensuring that we continue to provide the highest levels of Member service, in December last year we launched our most recent Member survey. In many regards, the results were not surprising with an increase in Members' use of online channels and an increased number of Members suggesting they prefer electronic

methods of communication. There was growth in product take-up among Members, but at the same time Members indicated that several of our product categories require improvement.

As part of the survey, 94 per cent of respondents indicated, that overall, they were satisfied with the Member service provided by SERVICE ONE. While this figure is significantly higher than satisfaction ratings achieved by our larger banking counterparts, there is still room for improvement here. Our advocacy levels also remained high, with 64 per cent of respondents indicating they have already recommended us to family or friends and will continue to do so, or they are very likely to. I'd like to take this opportunity to thank all Members who spent the time to complete our survey – a large number of you have completed this survey over a number of years and we certainly appreciate your ongoing input.

Over recent months we've been working on several enhancements to our service offering aimed at making it easier for you to do business with SERVICE ONE. This includes even more enhancements to our eLink Internet banking facility to allow opening of accounts online and an increased capacity for Members to manage their personal information such as address changes. We will also be upgrading our Visa debit product, so that new card orders and existing cards, as they are renewed, will include payWave functionality to allow Members to transact without the use of a PIN or signature. These initiatives will be available shortly.

It's been a hectic but exciting time for SERVICE ONE over the past few months. With the Government's focus on ensuring fair banking conditions for all Australians we've seen some strong opportunities for credit unions and mutual building societies. We know we've provided a strong and competitive banking alternative for many years, and these initiatives will be spreading the word even further. Thank you for your ongoing support of mutual banking through your business with SERVICE ONE. I look forward to building further on the momentum we've been able to achieve over the past few months.

Until next issue



Peter Carlin
Chief Executive

THE IMPORTANCE OF SMARTPHONE SECURITY

Research suggests that over the next few years, the majority of mobile phone users in Australia will have smartphone handsets. While these devices offer added convenience, there are added risks.

If you were to lose or have your mobile phone stolen, what sort of personal information would you be compromising? The reality is many smartphone users have not embraced the sort of security practices required given the increased amount of personal information being stored on their phones. The tiny memory cards in smartphone handsets store personal images, videos and other pieces of information that, together, can form a detailed snapshot of your life – information that scammers can use to illegally access your accounts, credit cards and more.

And if you think having a password to access your phone's functions will provide enough security against fraudsters, think again. You also need to worry about securing the memory card on your phone. Several manufacturers offer technology that allows users to encrypt data on their phones – this might be in the form of applications that can be downloaded or an in-built function that might need to be switched on. You should refer to your phone's user manual or manufacturer's website to see if these services are supported.

There are several things we can all keep in mind when it comes to keeping information on our smartphone safe:

- ✓ never open attachments or download applications from untrusted sources
- ✓ never store PINs or passwords on your phone – even if you think you've been clever with where you stored them
- ✓ if you recycle or throw away your phone, make sure you delete all personal information, and
- ✓ just like you keep your home computer or laptop up-to-date with Internet security software – apply this same principle to your smartphone.

For more information on smartphone security, visit somb.com.au and select 'Fraud Awareness'.



ENSURE A MEMORABLE TRIP FOR THE RIGHT REASONS

With the Australian dollar at record levels against popular international currencies, many are taking this as an opportunity to explore different parts of the world. But there are several things we need to keep in mind when travelling to ensure the memories from our trips are only positive ones.

There are many things to think about when travelling overseas. Adhering to local customs when you get there, language barriers, what to see and do – make sure you give yourself the best chance to have a great time and do your research beforehand and prepare as much as you can.

Here are the top 10 travel tips according to smartraveller.gov.au:

1. check the latest travel advice for the places where you are going and subscribe to free email notification when this advice is updated
2. take out appropriate travel insurance – this should cover hospital treatment, medical evacuation and any activities you plan to undertake (for instance adventure sports)
3. before taking off, register your travel and contact details online or at the local Australian Embassy, High Commission or Consulate once you arrive so you can be contacted in an emergency
4. obey the law, as consular assistance cannot override local laws – even when local laws may appear harsh or unjust by Australian standards
5. check to see if you require visas for the countries you are visiting or travelling through but be mindful that a visa does not guarantee entry
6. make copies of your passport details, insurance policy, travellers cheques, visas, travel money cards and credit card numbers – it's a good idea to carry one copy in a separate place to the originals and also leave a copy with someone you trust at home
7. check with health professionals for information on recommended vaccinations or other precautions and find out about overseas laws when it comes to travelling with medicines
8. ensure your passport has at least six months' validity from your planned date of return to Australia as some countries will refuse entry on arrival and some airlines will not allow you to board flights if your passport does not meet this requirement
9. leave a copy of your travel itinerary with someone at home and keep in regular contact with friends and family while you're overseas, and
10. before departing Australia check whether you are regarded as a national of the country you intend to visit and if you hold dual nationality, research whether this has any implications for your travel.

And before you leave, make sure:

- ✓ you allow ample time to get the relevant visa/s you require
- ✓ read up about your various destinations before leaving so you can enjoy yourself on arrival
- ✓ try and memorise your passport number in case you lose it
- ✓ arrange for diabetic/vegetarian/vegan meals for your flight with your travel agent
- ✓ remove old destination tags from your luggage bags to avoid confusion
- ✓ on the day of your flight call the airport to check that your flight is on time
- ✓ be sure to take some water purification tablets if you are planning a stop over in a country with suspect water sources
- ✓ make sure that someone knows your travel plans and can deal with emergencies – do they need a key to your home?
- ✓ redirect your mail delivery or organise for someone to collect it while you're away
- ✓ inform your credit card provider of your travel plans, otherwise they may identify transactions conducted overseas as fraudulent
- ✓ make sure none of your important items such as ATM and credit cards will expire while you're away
- ✓ if bills are due to arrive while you're away, look at automatic payment options, organise for someone else to look after it for you or request an email alert if this is available which you can then pay through Internet banking while overseas, and
- ✓ consider having some lamps with energy-saving bulbs on timers to operate in the evening as this will give your home an occupied look.

There's no doubt preparing for travel can be stressful. Keep in mind SERVICE ONE can assist you with several options to make it all easier. Whether it's organising travel insurance, getting access to your money through pre-paid ATM and EFTPOS cards or a Visa debit card, or helping you fund your holiday through a personal loan, we're here to help.

If you have any questions about any of the countries you're visiting, you should contact the respective Embassy or High Commission. In addition, smartraveller.gov.au is a great resource for travel advice. For any of SERVICE ONE's travel solutions, visit any Branch or contact 1300 361 761 during business hours.



REMAIN ALERT AND MINIMISE THE RISK OF FRAUD

Scammers are getting smarter and adopting more sophisticated techniques to cheat us out of our own money. Whether we're reading emails online, using our access card at merchant terminals or ATMs or disposing of sensitive documents, it's important we keep in mind some simple tips to minimise the risk of fraud.

Protecting yourself online

- never provide personal details including customer IDs or passwords, in response to any email
- never click on a link or attachment in an email which claims to send you to a banking institution's website as this may install a file or take you to a website that tries to download malicious software – always access these sites by typing the address into your browser yourself
- be wary of any email from someone you do not know or trust – if you think it's suspicious, delete it immediately
- always check your statements for any transactions that look suspicious – if you see any transactions you are not responsible for, report these to your banking institution immediately
- install software that will filter spam email or use an Internet Service Provider that will filter spam prior to delivery to your inbox, and
- avoid using Internet cafes or other public computers to access Internet banking as scammers may have loaded software that records your keystrokes.

Internet banking protection

- avoid using passwords or PINs that are relevant to your personal situation – try and create passwords with letters and numbers that cannot be easily attributable to you
- always memorise your password or PIN and do not write it down or store it on your computer
- change your password regularly and don't use the same password for other services
- confirm that your data is encrypted between your computer and your banking institution website by looking for the padlock symbol in your browser window, and
- always log out from your Internet banking session when you finish your online banking.

Protecting your computer

- install reputable anti-virus and firewall protection on your computer and be sure to regularly update this software
- install any security patches for your operating system and other software on your computer and keep these up-to-date, and
- before disposing of your computer, make sure you remove all traces of your personal data – such as temporary Internet files, Internet history, cookies, passwords and the recently opened document list.

Special wiping software can be downloaded or purchased to help you wipe clean your entire hard drive, ensuring all files are unrecoverable.

Banking institutions such as SERVICE ONE will never ask you for your private passwords and this information should never be shared with anyone.

Card protection

- when entering your PIN at an ATM or EFTPOS terminal, look around to ensure no one is watching – you may like to consider covering your hand as you enter in your PIN
- make sure your card is in sight always when a salesperson is transacting with it
- consider lowering the limit on your credit card/s as this will constrain fraudulent transactions if your card details are compromised and used by scammers, and
- use common sense and only deal with trusted companies when making purchases over the phone or online.

Protecting yourself over the phone

- do not give out your personal, credit card or account details over the phone unless you made the call and the phone number came from a trusted source, and
- never call a telephone number you see in a spam email.

Protecting documents with sensitive information

- if you are disposing of any documents with specific personal information (bills and account statements for instance), these should always be shredded securely
- if you are storing these documents at home, file them securely, and
- place a lock on your mailbox to stop scammers intercepting your mail.

What to do if your information has been compromised

If any of your personal information has been compromised, you need to act quickly to avoid or minimise loss.

Step 1: Contact your banking institution/s and card issuer/s to advise them of the disputed transactions or other concerns you may have. Depending on the situation, they may be able to stop the payment, change PINs and/or passwords or close cards or accounts.

Step 2: Report your situation to your local state or territory police – for more severe cases such as identity theft, you may be required to undergo police routines so they can establish you are in fact who you say you are and not the scammer.

Step 3: Contact the Credit Reporting Agency to advise them of your situation and request a file note to be placed on your file. You may also want to obtain your file to check it carefully for any unauthorised entries or new accounts opened under your name.

Step 4: Contact your local post office to check if your mail has been diverted to another address.

Step 5: Document (time, date, contact person and telephone number, and advice received) all your conversations in reporting the incident.

Step 6: Contact any relevant government agencies or departments (for instance Centrelink) or the Australian Passport Office (again, for more severe cases involving identity theft).

Time limits apply for reversing transactions so check your account and credit card statements carefully for unauthorised transactions and report them immediately. Remember, some merchant names appear differently on your statements to their trading name so think carefully about whether in fact you did conduct the transaction before you report it.

If you discover any unauthorised activity on your SERVICE ONE account/s, report it to SERVICE ONE immediately by calling 1300 361 761. You may also like to consider ordering a credit report every year to make sure no one is using your name to borrow money or run up debts. More information on fraud awareness can be found on our website at somb.com.au.

Adapted from protectfinancialid.org.au. This information is of a general nature only and is not intended to be relied upon as advice in any particular matter. Consult your banking institution or local authorities on how this information may be applied to your own circumstances.

REDUCE THE PAIN OF CGT

When you sell an asset or an investment for more than you initially paid for it, this is considered a capital gain and Capital Gains Tax (CGT) is payable. There are however, some options you can consider to reduce the pain.

The following are defined as CGT events:

- ✓ when you sell an asset, such as property
- ✓ when you sell an investment, such as shares
- ✓ when you redeem, cancel or surrender shares or if they are considered valueless by a liquidator
- ✓ when you receive a payment from a company as a shareholder (not a dividend)
- ✓ when you give away, lose or destroy an asset, or
- ✓ when you become a non-resident.

At the end of the financial year, if you do have a CGT liability (that is, when your total capital gains for the year outweigh your total capital losses), there are a few strategies that you could consider to reduce the pain.

Use a capital loss to offset your capital gain: Selling poor performing assets that no longer suit your circumstances before the end of that financial year is one option. By selling a poor performing asset (i.e. an asset where the value has decreased) and thus incurring a capital loss, you may be able to offset a realised capital gain from another asset in the same financial year, allowing you to manage your CGT liability. It may also free up money for more suitable investment opportunities.

Stay in it for the long-haul: Another way to reduce CGT is to hold on to the investment for more than 12 months. Since 1999, investors have been entitled to claim a 50 per cent discount on capital gains they make on assets held for longer than a year.

Delay any income: If you are thinking of selling a profitable asset, such as shares or property, it may be worth deferring this sale until after the end of financial year. In doing so, you will delay incurring CGT for another financial year, but you will still need to pay the CGT eventually.

Discount or indexation? If you acquired your assets between 20 September 1985 and 21 September 1999, you have the option of using the indexation method to calculate the CGT payable. This method takes into account inflation and you will pay tax only on the capital gain in excess of inflation. You can usually decide on the option which will ensure you pay the least amount of tax.

To discuss strategies to manage your capital loss or gain, contact SERVICE ONE to organise a complimentary, obligation-free appointment with a Bridges financial planner. SERVICE ONE can also assist with finance options for your investment portfolio and insurance options to protect your assets.

Bridges Financial Services Pty Ltd (Bridges), ABN 60 003 474 977. ASX Participant. AFSL No 240837. This is general advice only and does not take into account your objectives, financial situation and needs. Before acting on this advice, you should consult a financial planner. In referring Member to Bridges, SERVICE ONE does not accept responsibility for any acts, omissions or advice of Bridges or its authorised representatives.

MUTUALS MAKING A STAND

From the mutual sector being dubbed the fifth pillar in banking to the Treasurer's open support of our industry and the Government's commitment on the *bank on a better deal* campaign, awareness of mutual banking is on the rise and this can only be a good thing for competition.

There's no doubt consumer sentiment towards the banks is increasingly negative. Controversial moves to lift interest rates beyond official Reserve Bank of Australia increases by a couple of this country's largest banks (in an environment of generating record profits) has left a bad taste in the mouths of many. But with many consumers thinking all banking institutions are the same, the Government is looking to the credit union and mutual building society network to take up the mantle of the fifth pillar in banking – a move that is hoped will put pressure on the big banks to do the right thing by their customers.

And the numbers back the choice. With close to \$80 billion in assets, more than 4.5 million Members nationally and the second largest ATM network, the mutual sector as a collective represents a significant proportion of the Australian banking market.

The Government is now looking at various initiatives to level the playing field. At the moment, the sheer size of the larger banking institutions means they have more options when it comes to accessing funds and more flexibility in their business models to broaden income streams. By facilitating additional support for mutuals to allow them to be even more competitive as well as raising awareness through the *bank on a better deal* campaign, the mutual sector should see even more growth over the coming months.

Your membership with SERVICE ONE means you are part of the Australian mutual banking sector – a sector that continues to record strong Member satisfaction levels. If you are happy with your banking arrangements with us and you want to tell your friends about banking at a place that isn't a bank at all, get them to visit our website at somb.com.au before 31 August 2011, complete a short online form and you'll go into the draw to win one of 10 \$200 Coles/Myer vouchers*. Or, if you've spoken to family and friends about it and you have their contact details and know what banking products and services they're interested in, you can complete the form yourself!

* Terms and conditions apply. Competition authorised under ACT Permit No. 2011/2424.1 and NSW Permit No. LTPS/11/05460.

SERVICE ONE has one of the largest Branch networks in the ACT and surrounding NSW, with its origins going back more than 50 years.



IN THE COMMUNITY

SPREADING SOME 'HEART'-FELT LOVE

In early May, SERVICE ONE and other credit unions and mutual building societies across the country joined forces to participate in a PR campaign to re-emphasise the fact our Members remain our priority – particularly with the larger banks attempting to convince consumers they were 'breaking up' with each other.

Dubbed the 'hearts' campaign, mutual banking institutions participated in activities in their local communities wearing green hearts promotional gear and distributing free gifts. SERVICE ONE staff drove our Minis around busy areas in Canberra at lunch time and gave out hundreds of heart chocolates, flowers, Brumbies tickets and other items while promoting the benefits of being a SERVICE ONE Member. The gifts were well received and provided a pleasant but unexpected surprise for all concerned.

ACTNOW FOR QLD RAISES OVER \$130K

Following the devastating floods in Queensland early in the year, Canberra FM partnered with SERVICE ONE to launch a special appeal to raise funds for those impacted. Both MIX106 and FM104.7 ran fundraising drives on-air and hundreds of households and businesses from Canberra and the region contacted the stations with pledges. Funds came through to SERVICE ONE as the official Trustee for the appeal and more than \$130,000 was raised through the initiative.

A cheque was handed over to the Brisbane Broncos at their NRL match against the Raiders at Canberra Stadium on Friday 18 March. Funds went to the Queensland Premier's Relief Appeal and SERVICE ONE sincerely thanks everyone who made a donation through the ACTnow appeal.



CUFA FIJIAN LEADERSHIP CHALLENGE

In April, one of our longer-serving staff, Rebecca Dorahy, participated in the 2011 Fijian Leadership Challenge. Organised by Credit Union Foundation Australia (CUFA), this program provided 12 participants from credit unions across Australia and New Zealand with the opportunity to support credit unions in Fiji with their community development activities.

The challenge involved four key components:

1. A fundraising component where Rebecca had to raise \$3,000 in seven weeks. In order to achieve this, she held a trivia night, approached several local businesses for support, sold fundraising chocolates and more. She raised a total of \$4,100 and this money went directly to CUFA's development programs in this region.
2. A physical challenge that saw Rebecca embark on a five-day, 60-kilometre kayaking adventure around the Kadavu and Ono Islands.
3. Teamwork and leadership, as the various activities undertaken as a group instilled the values of respect, empathy and trust.
4. Community service, as Rebecca has committed to 100 hours of volunteer work upon her return from Fiji. She is focusing on aged, multicultural and disability groups within the community.

The broader program raised over \$36,000 for CUFA's community development activities, exceeding the group's target of \$32,000 – a great effort.

A DAY TO EXPLORE TERTIARY EDUCATION

Tertiary Open Day (TOD) is on again in 2011. This day provides an opportunity for tertiary institutions across Canberra to showcase what is on offer for school leavers, mature age students and graduates. On the day, potential students (and parents) can collect all the course and campus information they need to make an informed decision about the best campus for their study needs.

TOD is a collaboration between Canberra's five tertiary institutions – the University of Canberra, Australian Catholic University, Australian Defence Force Academy, CIT and Australian National University. It's all happening on Saturday 27 August 2011.

So if you're considering tertiary study next year, TOD is a great opportunity to experience each campus for yourself. Check out the official website closer to the date – tertiaryopenday.com for more information.



SERVICE ONE NEWS

MEMBER SERVICE PROMISES

Earlier in the year, we launched our Member Service Promises – a series of key promises to all Members that we aim to uphold at all times. While they are relatively simple, these promises form the foundation of our approach to Member service and also provide an insight for non-members in terms of what they can expect in their dealings with SERVICE ONE.

Our seven key Member Service Promises comprise:

1. We will treat you as an individual.
2. We will give you choice in how you interact with us and give you prompt attention always.
3. We will have meaningful discussions with you and add value to your life.
4. We will provide you with well informed assistance and follow-up to resolve any issues.
5. We will be honest at all times.
6. We will offer you products and services that are more than just competitive.
7. We will listen and improve.

More information on these promises as well as how to provide feedback regarding our performance in these areas can be found on our website at somb.com.au/promises.

REVISED FEE SCHEDULE

SERVICE ONE recently released a new Schedule of Fees and Charges effective from 1 July. This new Schedule incorporates several changes – the main ones being:

- changes to several definitions of terms used within the Schedule
- changes to some loan fees and charges, for loans funded from 1 July 2011, including changes to the early repayment processing fee, mortgage discharge, settlement fee and variation fees, along with the removal of the deferred establishment fee, and
- amendments to some of the international services fees.

Please refer to the new Schedule to ensure you are familiar with the changes. Copies are available at any SERVICE ONE Branch and an electronic file is also available online at somb.com.au.

2011 ANNUAL GENERAL MEETING

This year's Annual General Meeting (AGM) will be held at the National Press Club, Barton, ACT on Wednesday 19 October 2011.

Attendance at the AGM entitles Members to participate in the governance of the body corporate – to ask questions about and comment on the management of SERVICE ONE, its financial standing and performance. Members can also vote on any proposal to amend the Constitution.

We encourage you to come along and be involved in the governance of your credit union.

Please note: the above does not constitute official notice of the AGM.

ACTSMART OFFICE BUSINESS RECYCLING PROGRAM

For Members in the Canberra region, you may have noticed activities promoting SERVICE ONE's involvement in the ACTSmart Office Recycling Program. This is an initiative supported by the ACT Government and it encourages efficient recycling and waste management in the workplace. Our involvement in this program is part of our ongoing commitment to sustainability.

STAFF MILESTONES 15 YEARS

Lindy Bullock

I started with the Snowy Mountains Credit Union working part-time, then soon after, we merged with the Hospitals Credit Union and The Credit Union of Canberra and became SERVICE ONE. I've been working at the Tumut Branch for 15 years as a Member Service Officer, and in my role I've been given the opportunity to tackle a variety of duties everyday. The best thing about working in Tumut is that you come into work and you are given the opportunity to help and provide great service to our Members, whilst at the same time, I can catch up with everyone I know. SERVICE ONE is like a second home to me.



The biggest challenge for me is when things change (such as technology, system changes etc.) and you become set in your ways – it's hard learning things all over again. At the same time, the Tumut team is really helpful and work well together so the challenges are turned into positives. Outside of SERVICE ONE, I am the Treasurer for the Tumut Rugby League Football Club and I've also been an active volunteer for Meals on Wheels for the past seven years. So, every six weeks the girls at the Tumut Branch and I deliver meals around town to the elderly and disabled. It's unbelievably rewarding.

ARE YOU RUNNING THE RISK OF BEING UNDERINSURED?

You are considered underinsured if your insurance covers less than 90 per cent of the rebuilding costs of your home. If you are underinsured, you are not alone as many Australians are running the same risk. However in the event of what's considered an unlikely occurrence such as a house fire, this will provide little to no comfort.

There are a number of reasons why you may find yourself underinsured:

- you may have incorrectly estimated what it costs to rebuild your home
- your insurance policy may be old (more than three years) and you may not have updated the level of cover needed, and/or
- you may have completed renovations which has increased the value of your home but you haven't reflected this with increased insurance cover.



Regardless of the reason, complacency with your cover could have an impact to the quality of life for you and your family if something happens that either destroys or significantly damages your home.

The key is to review your policy now to ensure you have adequate cover and commit to reviewing your insurance arrangements on a regular basis. Make the necessary changes before you have to make a claim.

SERVICE ONE offers an online calculator* to help you calculate the amount of cover you may need. The best calculators are the ones that ask you lots of questions about your home giving you a better estimate of what it will cost to rebuild your home if it is destroyed.

SERVICE ONE can offer you various insurance solutions through an arrangement with CUNA Mutual General Insurance. Visit somb.com.au and on the 'Online Services' drop down, select 'MemberCare Insurance'. This service will allow you to obtain quotes and purchase insurance online and there are calculators to help you estimate the level of cover you may need.

Any advice provided has not considered your personal objectives, financial situation or needs. Before acting on the advice and deciding to acquire or continue to hold an insurance product(s), you should carefully read the Product Disclosure Statement(s) (PDS) and consider whether the advice provided is appropriate to your personal objectives, financial situation or needs. PDS' are available from SERVICE ONE. Insurance products are issued by CUMIS Insurance Society Inc ABN 72 000 562 121, AFSL 245491 (Incorporated in United States. The Members of the Society have no liability.) trading as CUNA Mutual General Insurance.

*Typical building replacement costs are provided by Reed Business Information Pty Ltd (ABN 80 132 719 861) trading as Cordell Information ('Cordell'). Whilst every care is taken to ensure the accuracy of the information as a guide for costing, no responsibility is accepted by Reed for its accuracy. Please check with a quantity surveyor, valuer or other suitably qualified professional for an accurate estimate.

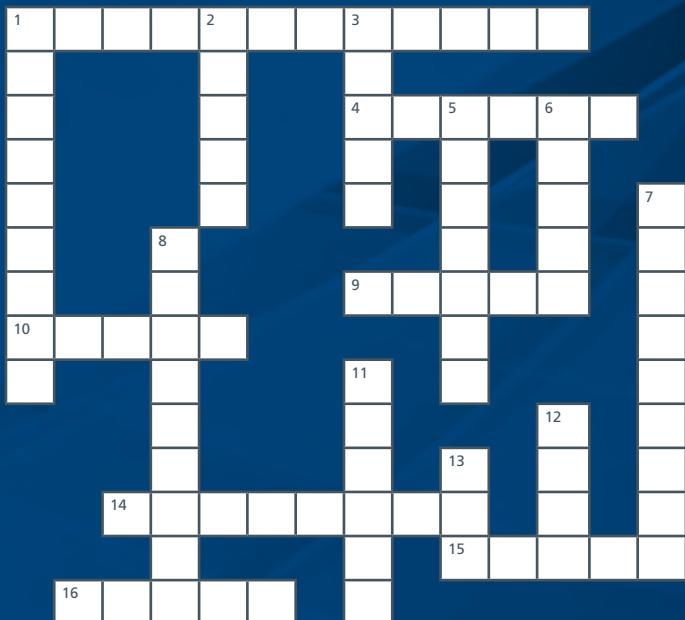
CROSSWORD

MONEY AND SAVINGS

Try this crossword and see how much you know about money and the importance of saving. All the answers are within the online learning modules on SERVICE ONE's website.

To access the online modules, visit somb.com.au, hover over 'Financial Tips & Assistance' and then select 'Learning about money and saving'.

Good luck!



Across

1. You should not give into this when making financial decisions. (4,8)
4. Money or property that someone might own. (6)
9. Ice cream, toys, magazines and video games are examples of these. (5)
10. Housing, food, doctor visits and clothes are examples of these. (5)
14. Is something at a reduced price. (8)
15. Can come in all different forms - credit cards, savings accounts, cheque and coins. (5)
16. This is a worker's income. (5)

Down

1. You can use this to keep your money safe. (9)
2. An amount of money needed to buy something. (5)
3. You should be keeping up-to-date with these threats. (5)
5. Money you put away after paying all your expenses. (7)
6. When the Government takes money from your wages, these are called _____. (5)
7. Taxes are returned back into this. (9)
8. Helps you see where your money is going. (9)
11. Saving for your _____ is really important. (6)
12. A sum of money that is owed to another person or organisation. (4)
13. Withdrawing money within your _____ network can help you avoid unnecessary fees. (3)

7. COMMUNITY 8. BUDGETING 11. FUTURE 12. LOAN 13. ATM
1. PIGGYBANK 2. PRICE 3. SCAMS 5. SAVINGS 6. TAXES

Down

15. MONEY 16. WAGES

1. PEPPERPRESSURE

4. ASSETS

9. WANTS

10. NEEDS

14. DISCOUNT

1. FEES

2. PRESSURE

3. SCAMS

5. SAVINGS

6. TAXES

7. COMMUNITY

1. PEPPERPRESSURE

4. ASSETS

9. WANTS

10. NEEDS

14. DISCOUNT

1. FEES

2. PRESSURE

3. SCAMS

5. SAVINGS

6. TAXES

7. COMMUNITY

Administration Centre

Address

75 Denison Street
DEAKIN ACT 2600

Open

Monday to Friday 9.00am to 5.00pm

Telephone Response Centre

Open

Monday to Friday 8.00am to 5.30pm
Saturday 9.00am to 12.00pm

Phone

1300 361 761

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Web

somb.com.au

Branches

- Australian National University
- Batemans Bay
- Belconnen
- Bemboka
- Brindabella Business Park
- Calvary Hospital
- Civic
- Cooma
- Deakin
- Gungahlin
- Queanbeyan
- The Canberra Hospital
- Tuggeranong
- Tumut
- University of Canberra
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SERVICE ONE
Members Banking

